



HIGHLIGHTS OF 2002

RESPONSE TO TRAGEDY

The terrorist attacks of September 11, 2001 (9/11), and their aftermath had a profound effect on the Library, forcing it to balance its mission to serve Congress and the nation with the need to secure its staff, visitors, buildings, and collections—all in close proximity to the U.S. Capitol. The Library responded by preparing evacuation plans and by improving emergency communication with staff members as well as with local and national law enforcement agencies. While the Library experienced a temporary decline in visitors and in-person reference requests during the first quarter of the fiscal year as concerns for security in the Washington area escalated, the number of requests received by e-mail and telephone, along with “hits” to its Web site, rose sharply as the Library implemented alternative methods for making its resources available to the public.

The discovery of anthrax in the Hart Senate Office Building led to the decision to close the Library for precautionary environmental testing October 18–24, 2001. No evidence of anthrax was found, but U.S. Postal Service delivery to the Library was suspended until early March to implement new methods for handling and irradiating the mail. That five-month interruption was felt most sharply in units that receive mail directly. Irradiation of mail at high temperatures irreparably damaged some incoming library materials such as photographs, videotapes, and compact discs (CDs). Congress approved a supplemental appropriation of \$39.1 million in emergency security funds that allowed the Library to process mail off-site, to pay for staff overtime and contractors to process mail backlog, and to provide for hazardous materials training and testing. Those funds also covered the cost to establish an off-site alternative computer facility to secure the Library’s electronic resources, to procure special freezers and other supplies to preserve waterlogged materials, and to address a \$7.5 million shortfall in fee receipts to the U.S. Copyright Office, which receives through the mail approximately two-thirds of its budget from fees for services.

In addition to safeguarding its staff members and collections, the Library drew on its vast resources to provide Congress and the nation with timely information on terrorism

and related subjects. Moreover, just hours after al Qaeda terrorists crashed hijacked commercial airliners into the two World Trade Center towers, the Pentagon, and a Pennsylvania field, the Library began documenting and recording for posterity the attacks and the worldwide response. For example, the Serial and Government Publications Division began to build a historic news collection of thousands of U.S. and foreign newspapers containing reports and photographs of the tragedy and its aftermath. The Prints and Photographs Division began a focused campaign to collect a broad range of pictorial images that both factually documented and creatively interpreted the horrific events. The Geography and Map Division searched for maps and geographic information to satisfy requests from Congress, federal agencies, and the public for up-to-date and accurate cartographic information ranging from maps of countries in the Middle East to aerial views of Ground Zero. The Library's six overseas offices (Cairo, Islamabad, Jakarta, Nairobi, New Delhi, and Rio de Janeiro) also played a critical role in acquiring material documenting the events of 9/11 from an international perspective.

The national crisis highlighted the Library's vast international resources as well as its area specialists, whose knowledge of the languages and cultures of the Muslim world was critical in providing much-needed assistance to members of Congress, the executive branch, the media, and the general public. The Library's Near East Section was flooded with requests for information about Afghanistan, Osama bin Laden, Islamist groups, and Muslim countries. A search of the Library's collection by one Arab World area specialist led to the discovery and translation of a ninety-three-page book written by bin Laden and published in Cairo in 1991. Titled (in translation) *Battles of the Lion Den of the Arab Partisans in Afghanistan*, the work describes how bin Laden and the mujahideen fighters planned and executed major attacks against the occupying Soviet army in Afghanistan. Other key discoveries in the Library's collection included a unique two-volume English translation of Afghanistan's laws in the Law Library's collection of more than 2.4 million items, plus a 1999 Federal Research Division report (located on the Library's Web site) titled *The Sociology and Psychology of Terrorism: Who Becomes a Terrorist and Why?* that predicted that members of al Qaeda could conceivably crash an aircraft into the Pentagon, Central Intelligence Agency headquarters, or the White House.

Apart from its continuing acquisitions activities, the Library also launched several special projects to document the events of 9/11. The American Folklife Center sponsored a September 11, 2001, Documentary Project, which encouraged folklorists across the nation to record on audiotape the national response to the tragic events. The Library also launched a September 11 Web Archive in collaboration with the Internet Archive, WebArchivist.org, and the Pew Internet & American Life Project. Between September 11

and December 20, 2001, the Internet Archive collected and indexed 40,000 Web sites and 500 million Web pages. The September 11 Web Archive received the Site of the Year award from Yahoo! Inc.

The Library's yearlong effort to document the terrorist attacks culminated with a multimedia exhibition titled *Witness and Response: September 11 Acquisitions at the Library of Congress*, which opened in the Great Hall of the Thomas Jefferson Building on September 7, 2002, to commemorate the first anniversary of the tragedy.

SECURITY

Security of the staff members, the visitors, the collections, and the facilities remained the highest priority throughout the year. The Library also initiated new and expanded security-related activities. In support of those initiatives, Congress approved a supplemental appropriation for emergency security funding.

During the year, the Library made progress in implementing its security enhancement plan, a multiyear program of physical security upgrades. Under one of three major components of the plan, the Library is consolidating its two police communications centers in the Madison and Jefferson Buildings into one state-of-the-art Police Communications Center in the Jefferson Building. Construction of the center began at the end of January 2002, with anticipated completion by the end of June 2003. Under the second major component of the plan, the Library will expand entry and perimeter security to include additional X-ray machines and detection equipment, security upgrades of building entrances, exterior monitoring cameras and lighting, and garage and parking lot safeguards. Work moved forward on this initiative, with a goal of completing this phase of the Library's perimeter security plan by the end of 2003. The third component of the plan was completed in fiscal year 2001 with the hiring and training of forty-six new police officers and five police administrative personnel. In fiscal 2002, the new Police Administrative Unit functions were consolidated, ensuring a smooth transition of administrative functions from the Office of Security's support staff.

The Library also continued to safeguard its information systems resources by implementing technology solutions and by providing training in computer security awareness to the staff. An internal penetration study initiated by the Inspector General's Office revealed no significant holes in the Library's network or in its computer defenses. Additional firewalls were implemented, and virtual private network connections, which provide secure access from remote sites, were extended both locally and to the Library's overseas offices.

DIGITAL PROJECTS

Established in fiscal 2001, the Office of Strategic Initiatives (osi) comprises the National Digital Library and the Information Technology Services Office. The primary focus of OSI in fiscal 2002 was planning for the development and implementation of a congressionally approved National Digital Information Infrastructure and Preservation Program (NDIIPP). Congress funded the program with a fiscal 2001 appropriation of \$99.8 million. The goals of the NDIIPP are (1) to encourage shared responsibility for digital content and (2) to seek national solutions for the continuing collection, selection, and organization of historically significant cultural materials regardless of evolving formats; for the long-term storage, preservation, and authentication of those collections; and for the public to have rights-protected access to the digital heritage of the American people.

INTERNET RESOURCES

At year's end, 7.8 million American historical items were available on the Library's Web site. In fiscal 2002, fourteen new multimedia historical collections were added to the American Memory Web site, bringing the total to 116. Nine existing collections were expanded with more than 380,000 digital items. In addition, seven new Library exhibitions were added to the Library's Web site and three continuing exhibitions were up-

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dated. Content was added to the Library's International Horizons Web site, which is a portal to the Library's unparalleled global resources, and to America's Library (<www.americaslibrary.gov>), which is the Library's popular Web site for families.

Use of the Library's online computer resources continued to increase. During the fiscal year, more than 2 billion transactions were recorded on all of the Library's computer systems—a 50 percent increase over fiscal 2001. The Library's online public access catalog recorded an average of more than 24 million transactions a month in fiscal 2002—up from 19 million a month the previous year. The public legislative information system known as THOMAS continued to be a popular resource,

with more than 12.9 million transactions logged on average each month as compared with 10 million the previous year.

Use of the American Memory collections increased from 28.5 million a month in fiscal 2001 to 38.8 million a month in fiscal 2002. During the year, America's Library logged an average of nearly 13 million transactions a month—up from 11 million a month the previous year.

FINANCIAL MANAGEMENT

In February 2002, the Library's independent accountant, Clifton Gunderson LLP, issued an unqualified "clean" audit opinion on the Library's fiscal year 2001 Consolidated Financial Statements. In addition to issuing the sixth consecutive "clean" audit opinion, the auditors found that the Library's financial statements were presented fairly in all material respects.

COLLECTIONS

The Library receives millions of items each year from copyright deposits; federal agencies; and purchases, exchanges, and gifts. During the year, the size of the Library's collection grew to more than 126 million items, an increase of nearly 2 million over the previous year. This figure included nearly 29 million cataloged books and other print materials, 56 million manuscripts, 13.5 million microforms, nearly 4.9 million maps, more than 5 million items in the music collection, and 13.7 million visual materials (photographs, posters, moving images, prints, and drawings). The Library circulated nearly 1.3 million items throughout the institution in response to requests from patrons.

Work continued in preparation for the impending opening of the off-site storage facility at Fort Meade, Maryland, in November 2002. Planning for the National Audio-Visual Conservation Center (NAVCC) in Culpeper, Virginia, was broadened to include not only ongoing design consultation for the architectural and engineering team but also program, business, and preservation production planning for the overall Culpeper operations. During the year, the Library drafted an investment and program cost model that detailed cost requirements for the entire facility across a five-year period.

Significant acquisitions during the fiscal year included additions by the Jefferson Library Project to reconstruct the collection in the original catalog of Thomas Jefferson's library, a project made possible through generous funding from the Madison Council, the Library's private-sector advisory body. Other major acquisitions made possible by the Madison Council included additional funding toward the purchase of the 1507 map of the world by Martin Waldseemüller; sixty-nine autograph letters of the fifteenth president, James Buchanan; and more than 100 digital photographic prints that document the 9/11 attacks on the World Trade Center and that were featured in *Witness and Response: September 11 Acquisitions at the Library of Congress*.

During the year, the Library also acquired the following significant items and collections:

- A manuscript from the 1720s containing selections from three operas by George Frideric Handel
- Papers of former Secretary of Defense and Energy James Schlesinger
- Fifty-eight documentary photographs of the destruction on 9/11 at the Pentagon and the Shanksville, Pennsylvania, crash site that had been taken by photographers from news agencies
- The Thomas Kane library of materials about Ethiopia, including 200 Ethiopian manuscripts and 12 Ethiopian magic scrolls; some 2,500 works in Amharic, Tigrinya, Ge'ez, and other Ethiopian languages; and more than 3,500 titles in English and other European languages
- *Takvim-ut-Tevarih* by Katip Chelebi (1733), one of the first books printed by Muslims (Turks) using movable type
- *Sisitan*, the first newspaper issued in Afghanistan, beginning in 1902

In addition, approximately 30,000 Web sites were acquired through the MINERVA (Mapping the Internet Electronic Resources Virtual Archive) Web preservation project, a collaboration between the Library of Congress, the Internet Archive, and WebArchivist.org. As part of the project, event-based Web site collections were developed, including those related to 9/11, the 2002 Olympics, and the 2002 midterm elections.